

CONTINUOUS QUALITY IMPROVEMENT (CQI)



Adult Protective Services

Our Vision: To prevent and reduce harm to vulnerable adults from abuse, neglect, and exploitation utilizing the least restrictive methods.

Our Commitments:

1. Adults have the right to be safe
2. Adults retain all their civil and constitutional rights unless a court adjudicates otherwise
3. Adults have the right to accept or refuse services
4. Adults have the right to make decisions that do not conform with societal norms as long as these decisions do not harm others

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CHAPTER 1: Prevention and Early Intervention

- **OUTCOME STATEMENT: COMMUNITIES WILL HAVE AN UNDERSTANDING AND OWNERSHIP OF PREVENTING AND INTERVENING IN THE PROTECTION OF VULNERABLE ADULTS FROM ABUSE, NEGLECT, OR EXPLOITATION.**
- **Goal Statement: Increase the public's awareness of the role of Adult Protective Services.**

Adult Protective Services Intakes – Past Years

Strengths/Opportunities:

The number of accepted APS intakes has increased each year since 2008.

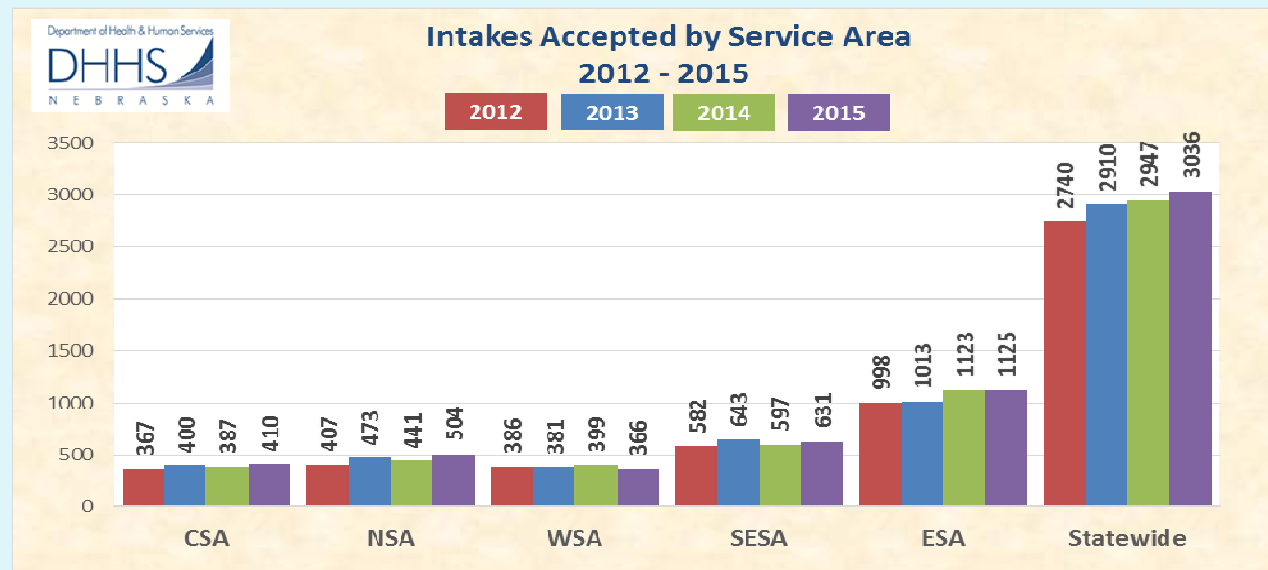
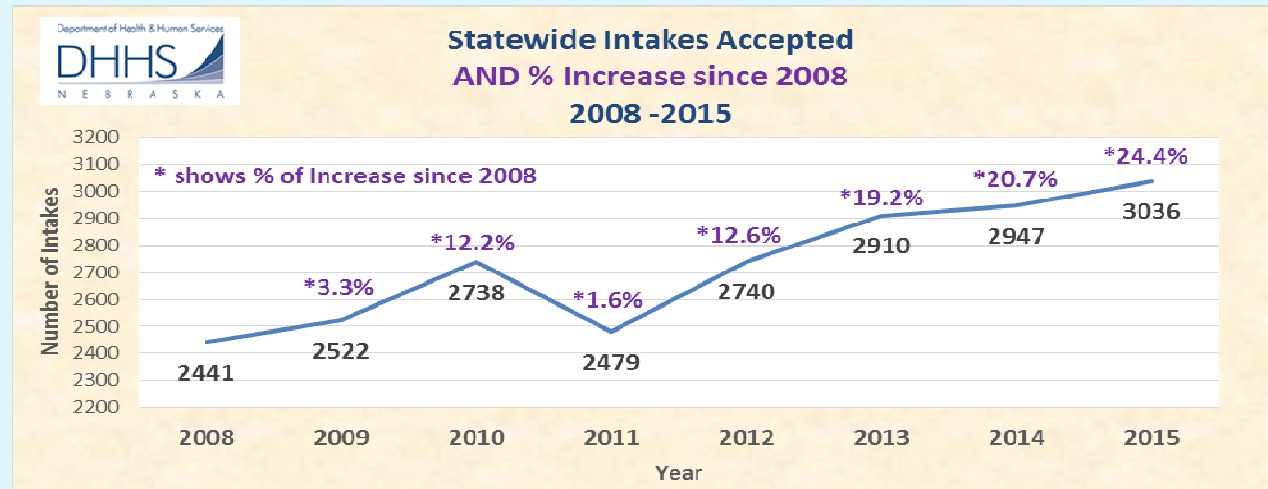
2014: Overall, there were 37 more intakes accepted than in 2013. Several service areas had a lower number of intakes received in 2014 than in 2013. (CSA, NSA, and SESA).

2015: Overall, there were 89 more intakes accepted than in 2014. CSA, NSA, SESA, and ESA saw an increase in the number of intakes throughout the year, while the WSA saw a decrease in the total intakes received throughout 2015.

Barriers:

Action Items:

What are the overall trends of accepted APS intakes over the past few years?



Data Review Frequency: Monthly

Adult Protective Services Intakes – Past 3 Months

Strengths/Opportunities:

September 2016: The state remains consistent at about a 25% acceptance rate based on intakes received by the hotline.

Barriers:

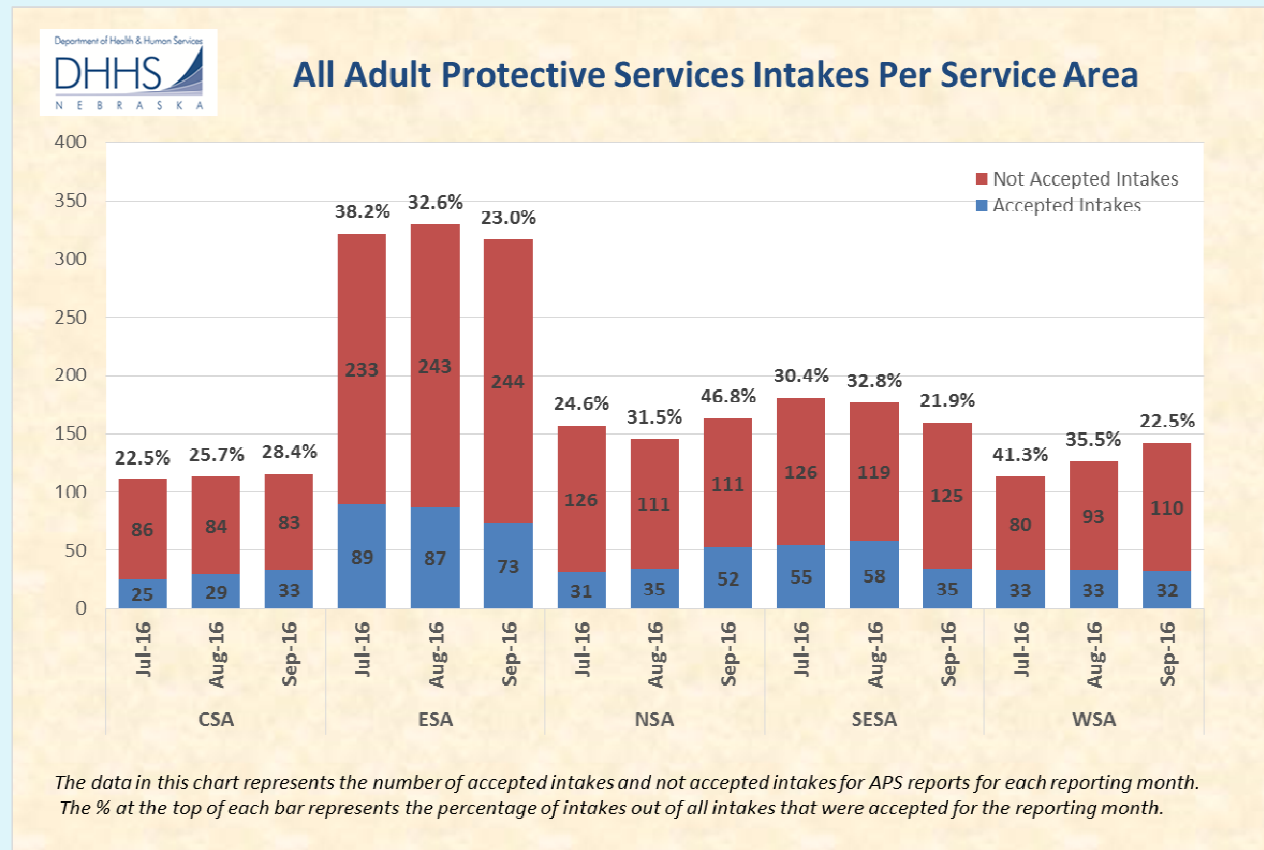
Action Items:

Total accepted intakes for the current year (Jan 2016 - present):

CSA: 239
ESA: 715
NSA: 322
SESA: 463
WSA: 252

Data Review Frequency: Monthly

How many APS intakes are accepted vs. not accepted for each Service Area over the past 3 months?



This data reflects all the APS Intakes during the reporting month including accepted intakes and intakes not accepted. This data does not reflect multiple reporter intakes.

Source: 2016-09 Intake QA Report

APS Recurrence Details

Strengths/Opportunities:

April 2016: Statewide overall victim recurrence went to 6.6%. Perpetrator recurrence decreased to 2.7% overall.

May 2016: Statewide overall victim recurrence increased to 7.9%. Perpetrator recurrence increased to 2.7% overall.

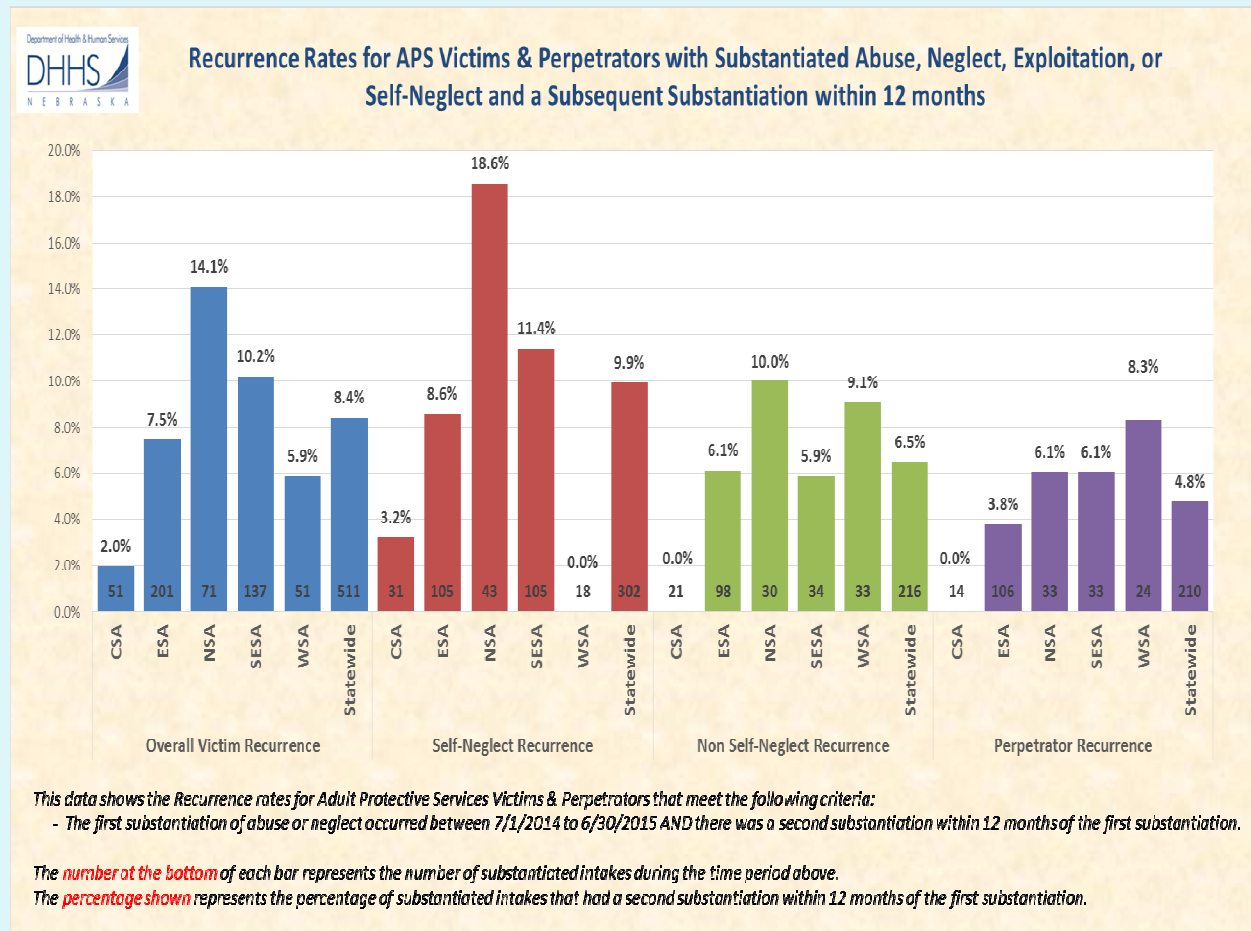
August 2016: Statewide overall victim recurrence increased to 8.4%. Perpetrator recurrence increased to 4.8%.

Barriers:

Action Items:

Data Review Frequency: Monthly

What is the recurrence rate for Adult Protective Services victims & perpetrators on different types of intakes over time?



Source: 7.1.2014 to 6.30.2015 APS Recurrence Details

APS Recurrence Trends

Strengths/Opportunities:

May 2016: New chart illustrating the trends for statewide recurrence rates.

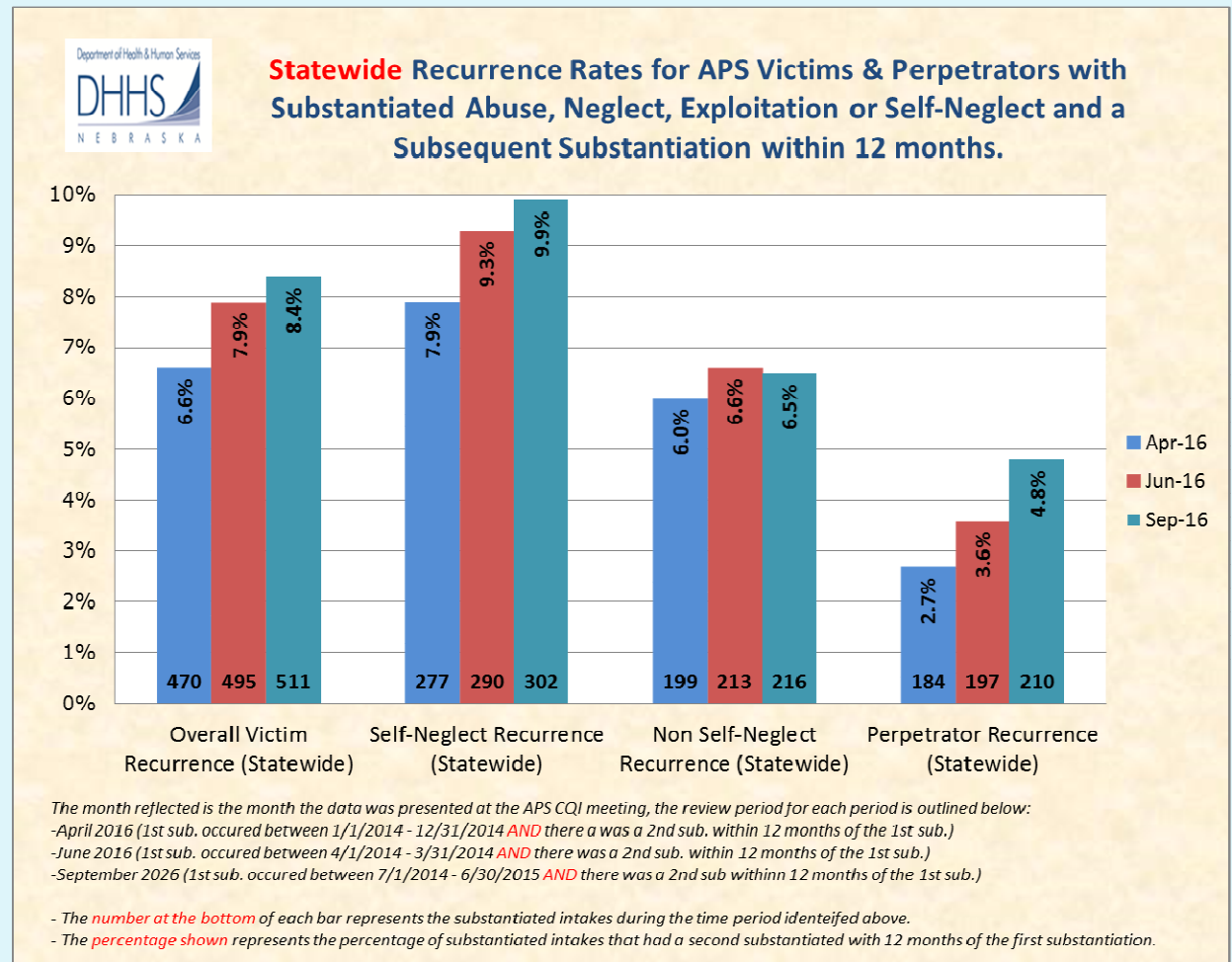
August 2016: Several increases statewide in recurrence rates for each type of recurrence. .

Barriers:

Action Items:

Data Review Frequency: Monthly

What is the recurrence rate for Adult Protective Services victims & perpetrators on different types of intakes over time?



Source: 7.1.2014 to 6.30.2015 APS Recurrence Details

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CHAPTER 2: Safety

- **OUTCOME STATEMENT: VULNERABLE ADULTS IN THE ADULT PROTECTION SYSTEM ARE SAFE.**
- Goal Statement #1: Adult protection and safety staff are committed to integrating Structured Decision Making into all aspects of work
- Goal Statement #2: Vulnerable adults will receive a timely response from Adult Protective Services
- Goal Statement #3: Adult Protective Services ensure the safety and dignity of vulnerable adults using the least restrictive interventions

Intake Calls / Responses – All Calls & APS Breakout

Strengths/Opportunities:

September 2016: APS Investigation calls went from 947 (15.0%) of all calls in August 2016 to 864 (12.8%) of all calls in September 2016.

Barriers:

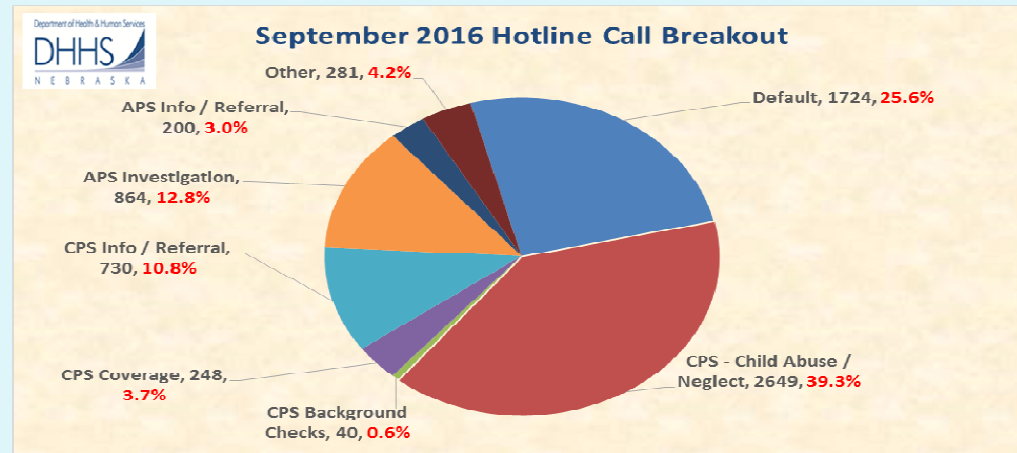
Action Items:

Definitions for each type of call are below the chart.

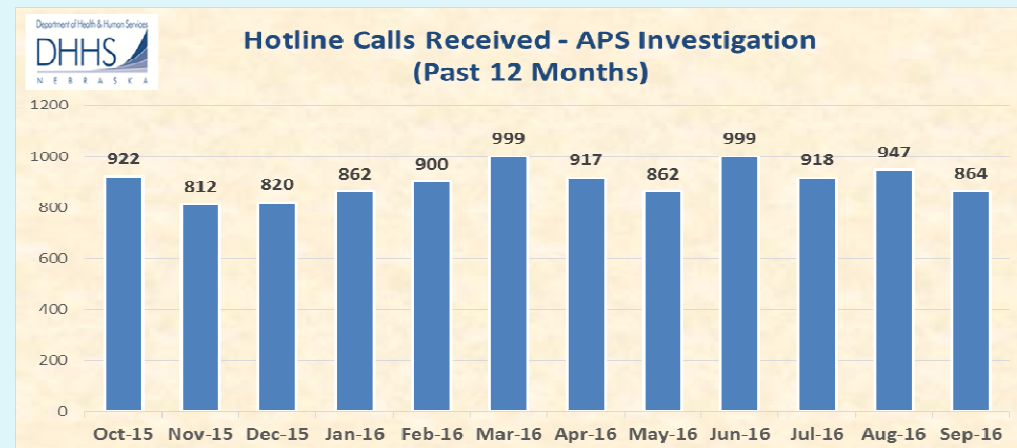
Source: Hotline ACD & LOB Data

Data Review Frequency: Monthly

How many hotline calls received each month are screened as APS Investigations?



What percentage of hotline calls answered each month were APS Abuse and Neglect calls or APS Info/Referral calls? (Current Report Month)



APS Info / Referral: Caller wants information or needs a referral to a community resource

APS Investigation: Caller intends to make an APS report

CPS Info / Referral: Caller wants information or needs a referral to a community resource for children

CPS Coverage: Caller needs information on an open case

CPS Background Checks: Requests for background checks to be completed for placement

CPS Child Abuse/Neglect: Caller intends to make a CPS report

Default: Calls not coded into the Line of Business system

Other: Calls that are general questions that do not fit into any of the other categories and do not generate a report, NFOCUS documentation, or notification to another HHS employee

Intake Quality Measures – APS Only (3 Month Period)

Strengths/Opportunities:

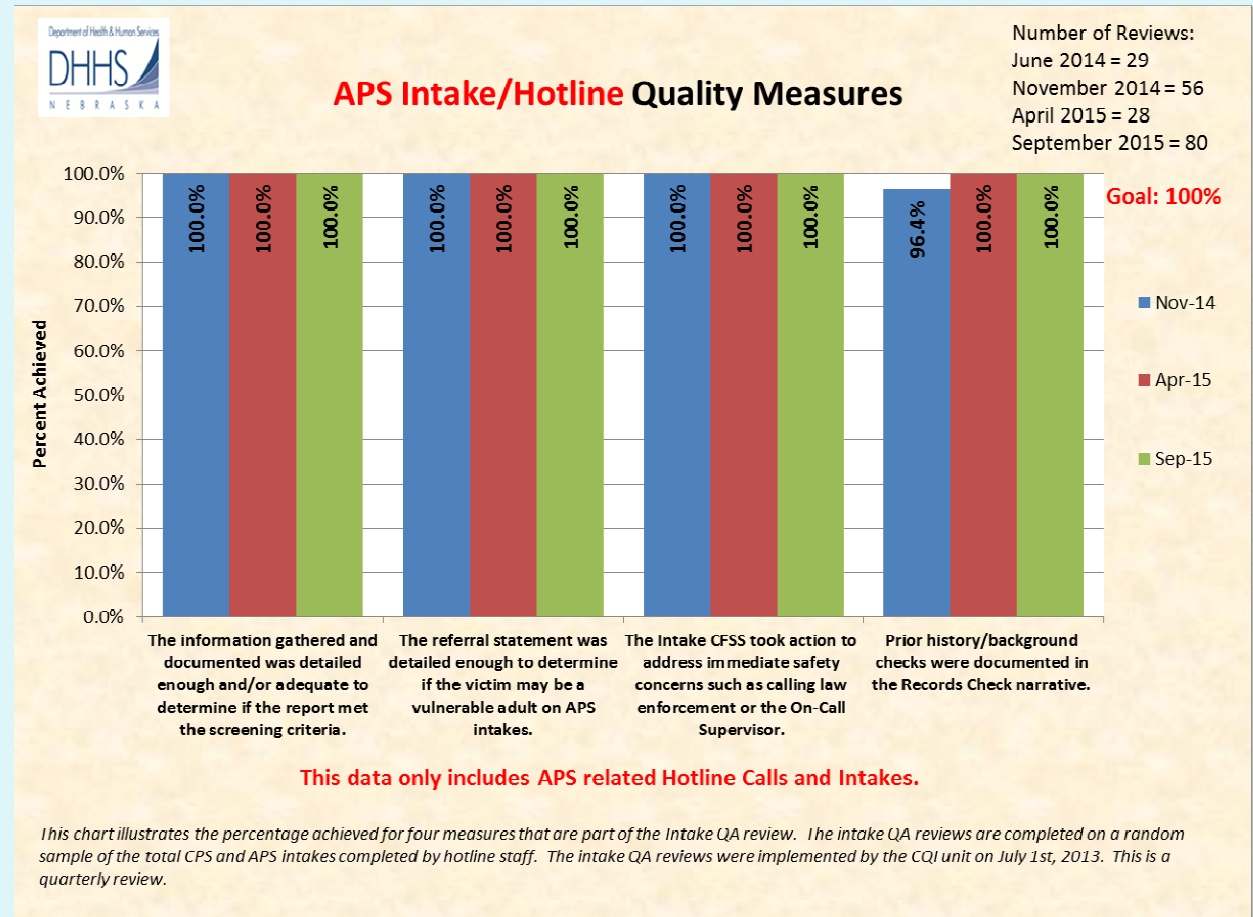
September 2015: Data indicates that APS intakes are received with enough detail to determine if the report met the screening criteria and if the victim may or may not be a vulnerable adult.

Barriers:

Action Items:

Note: This is a quarterly review.

How well does the hotline adhere to expectations established for quality intake decisions?



Data Review Frequency: Quarterly

Adult Protective Services Intakes vs. Vulnerable Adults (6 Month Period)

Strengths/Opportunities:

September 2016: Data now reflects all accepted intakes for the reporting month. Data is shown for previous months to allow all intake findings to be entered.

Barriers:

Action Items:

The data in the charts reflects the months in which the intake was received. The months on the chart are shown to allow for the 60 day timeframe for intakes to be finalized.

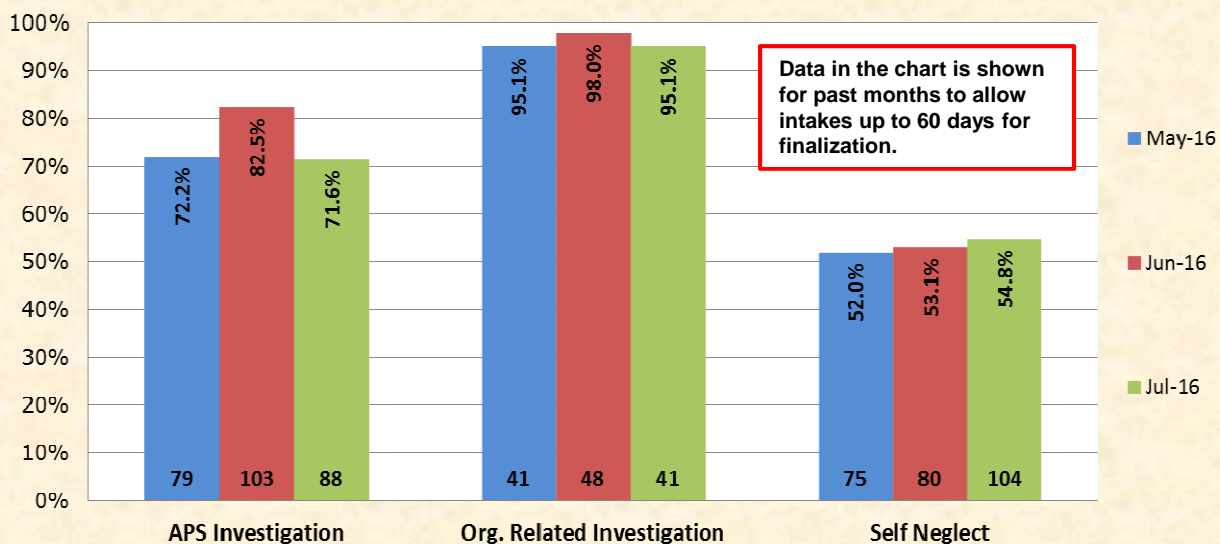
Data Review Frequency: Monthly

How often are alleged victims found to be “vulnerable adults” on accepted perpetrated, Org. Related, and Self-Neglect intakes?



APS Accepted Intakes vs. Vulnerable Adults

This data reflects all the Accepted APS, ORI, and Self-Neglect intakes for the reporting month.



Data in the chart is shown for past months to allow intakes up to 60 days for finalization.

Month:	Accepted Intakes	Multiple Reporter	Findings Not Entered
May-16	226	31	9
Jun-16	234	29	12
Jul-16	276	43	19

This graph represents the percentage of adults who were found to be vulnerable on accepted intakes. The data is split out by intake type over a 3 month period.

The chart to the left shows the number of accepted intakes each month, and also how many intakes were listed as "Multiple Reporter" and "Findings Not Entered."

Definitions will be added for the different types of intakes (Perpetrated, Org. Related, and Self-Neglect).

Vulnerable Adult: NRS (28-371): Vulnerable adult shall mean any person eighteen years of age or older who has a substantial mental or functional impairment or for whom a guardian has been appointed under the Nebraska Probate Code.

APS Face to Face Contact Timeframes (3 Month Period)

Strengths/Opportunities:

July 2016: Increase in all 3 priority time frames since June 2016!

August 2016: Slight decrease in P2 and P3 priority time frames, but P1 remains at 100%.

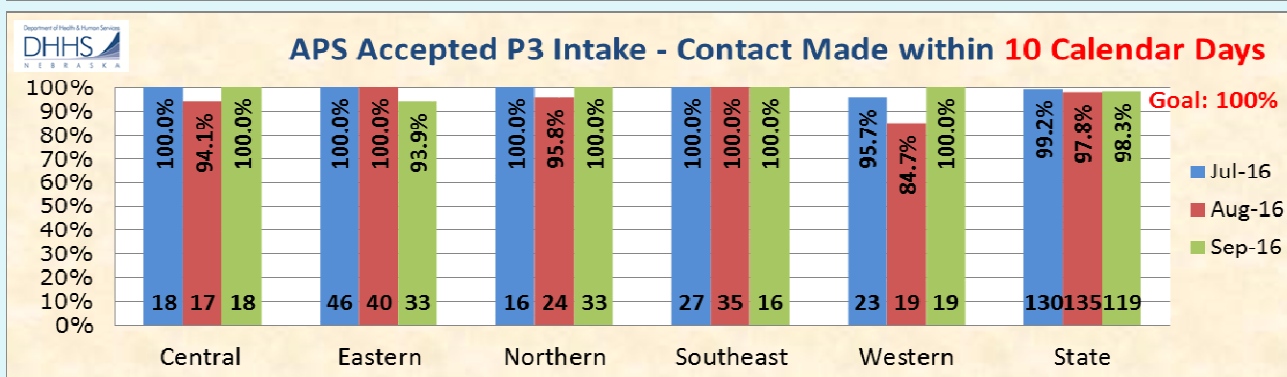
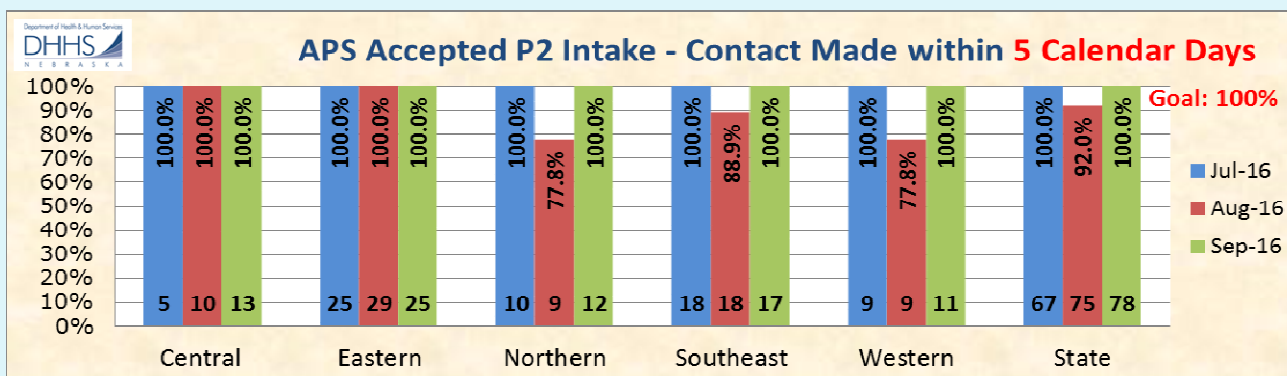
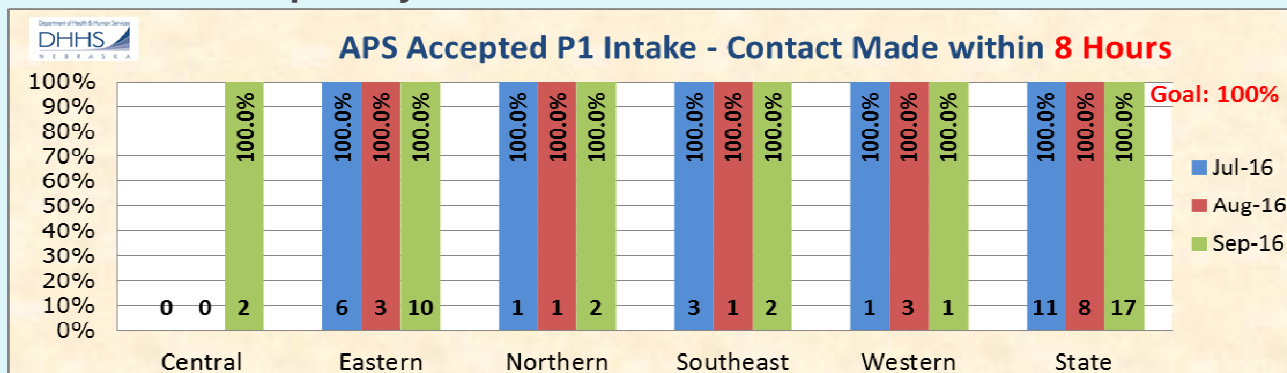
September 2016: P1 and P2 face to face contact time frames are 100% across the state. P3 face to face timeframes increased!

Exceptions granted for intakes accepted in August 2016:

Exception Type	CSA	ESA	NSA	SESA	WSA
Unable to Locate	0	3	0	0	1
Refusal	0	2	0	0	0
Unable to Identify	0	0	0	0	0
Admin. Intake	0	0	0	0	0
Death of Victim	0	0	1	0	0
Law Enforce. Hold	0	0	0	0	0
TOTAL EXCEPTIONS	0	5	1	0	1

**This data is measured for intakes
accepted in September 2016.**

Is face to face contact with an alleged victim occurring within established priority time frames?



Data Review Frequency: Monthly

Note: Measures are from the APS Performance Accountability report on Infoweb. Source: 2016-09 APS Performance Accountability

APS Investigation Timeframes— In Ready for Review Status (3 Month period)

Strengths/Opportunities:

July 2016: Decrease in P1 and P3 timeframes with a slight increase in P2 timeframes.

August 2016: Slight increase in P1 timeframes, with small decreases in P2 and P3 timeframes.

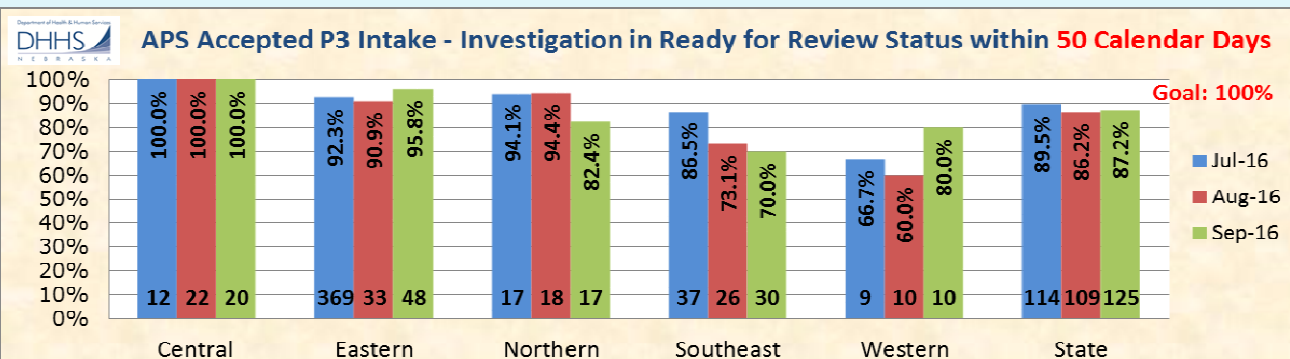
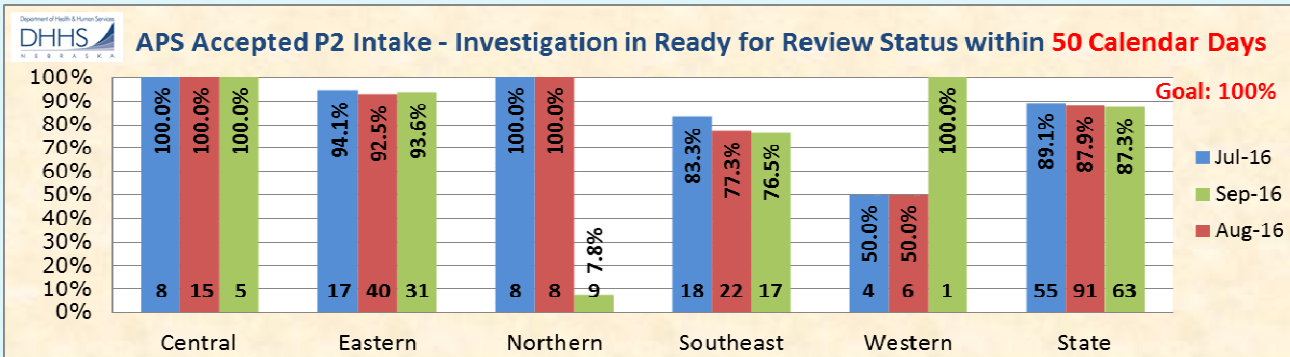
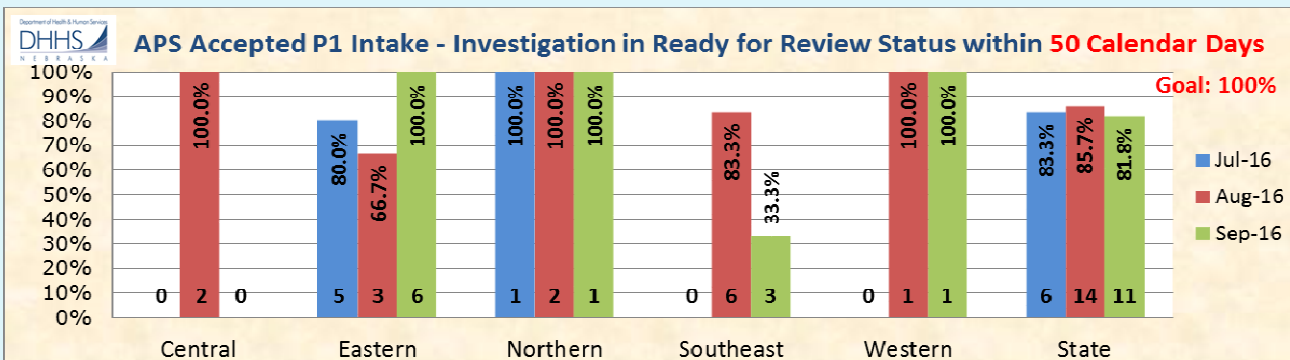
September 2016: Slight decreases statewide in all three timeframes reflecting the ready to review status.

Barriers:

Financial exploitation cases are considered a barrier to achieving this measure due to the time requirements involved in that type of investigation.

Note: Exceptions to finalization timeframes are not reflected in the charts.

Is the APS worker submitting their draft APS Investigation to their supervisor for review within the expected timeframes?



Data Review Frequency: Monthly

Note: Measures are from the APS Performance Accountability report on Infoview. Source: 2016-09 APS Performance Accountability

Data in the charts is shown for July 2016 to allow intakes up to 60 days for finalization.

APS Investigation Timeframes— In Final Status from Ready for Review (3 Month Period)

Strengths/Opportunities:

July 2016: Decrease in all three priority timeframes statewide.

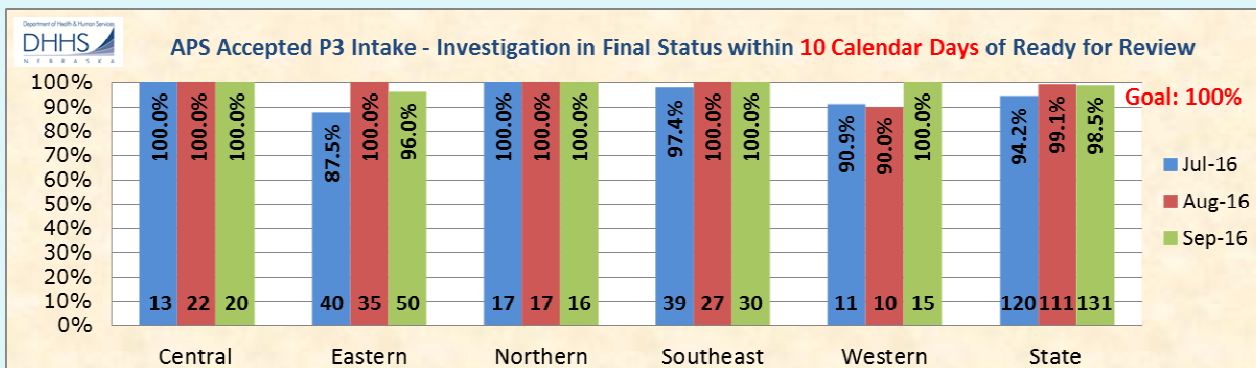
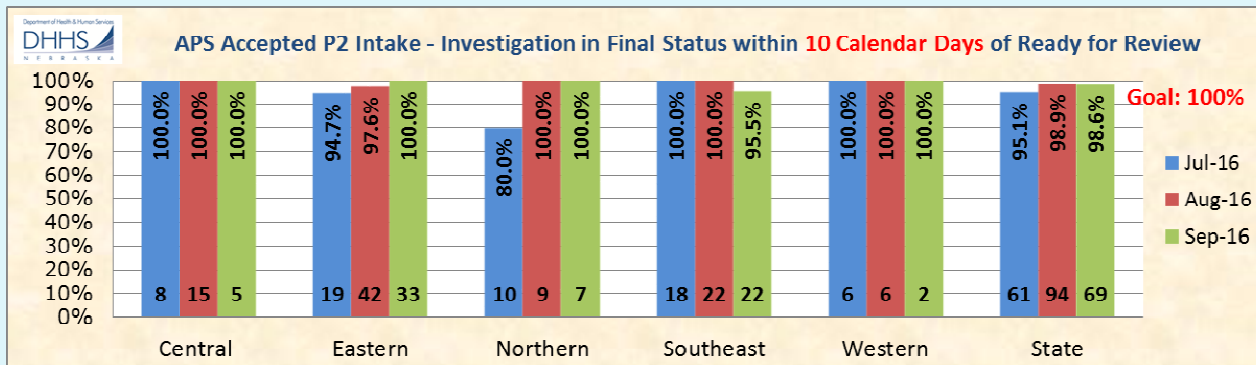
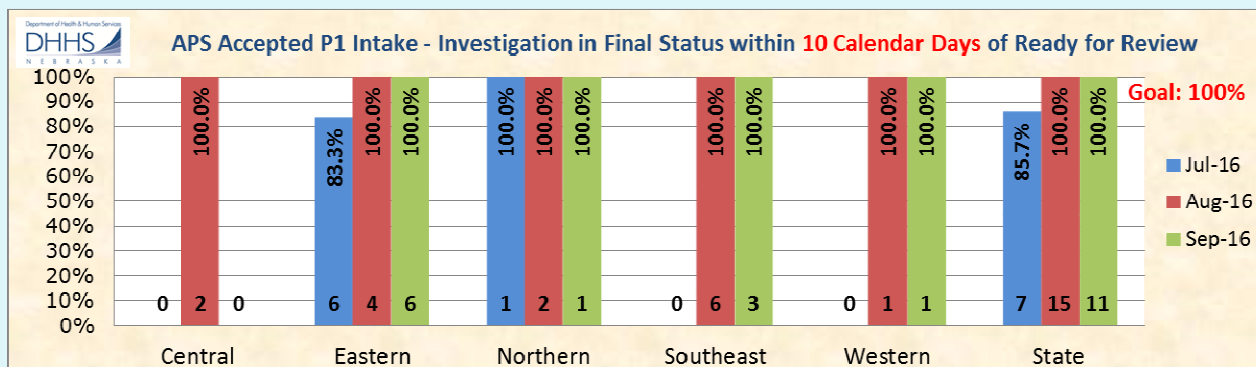
August 2016: Increase in all three priority time frames regarding the supervisors finalizing the assessments timely!

September 2016: P1 timeframes remained at 100%, while P2 and P3 dropped slightly.

Barriers:

Action Items:

Is the APS investigation finalized by the APS Supervisor within 10 calendar days after it is submitted by the worker?



Data Review Frequency: Monthly

Note: Measures are from the APS Performance Accountability report on Inflow. Source: 2016-09 APS Performance Accountability

Data in the charts is shown for July 2016 to allow intakes up to 60 days for finalization.

APS Investigation Timeframes – In Final Status from Intake (3 Month Period)

Strengths/Opportunities:

July 2016: Slight decreases in all statewide timeframes.

August 2016: Increase in P1 finalization timeliness, with a slight decrease in P2 timeframes.

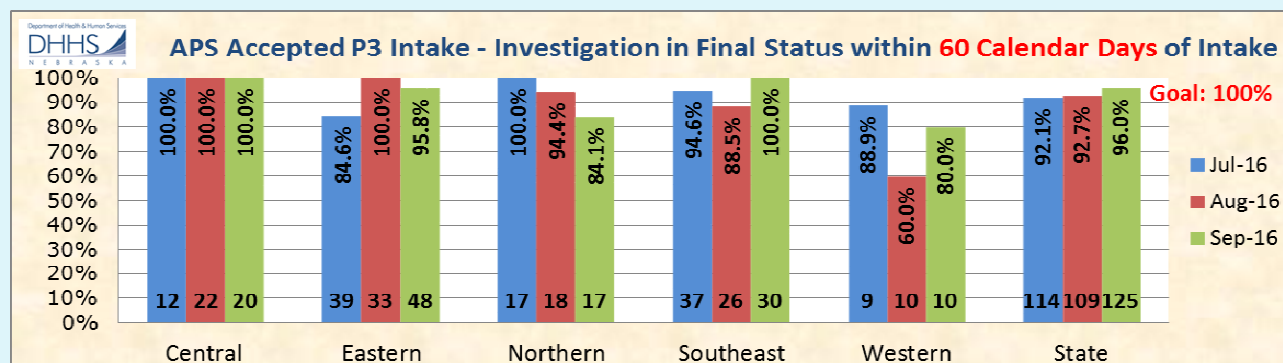
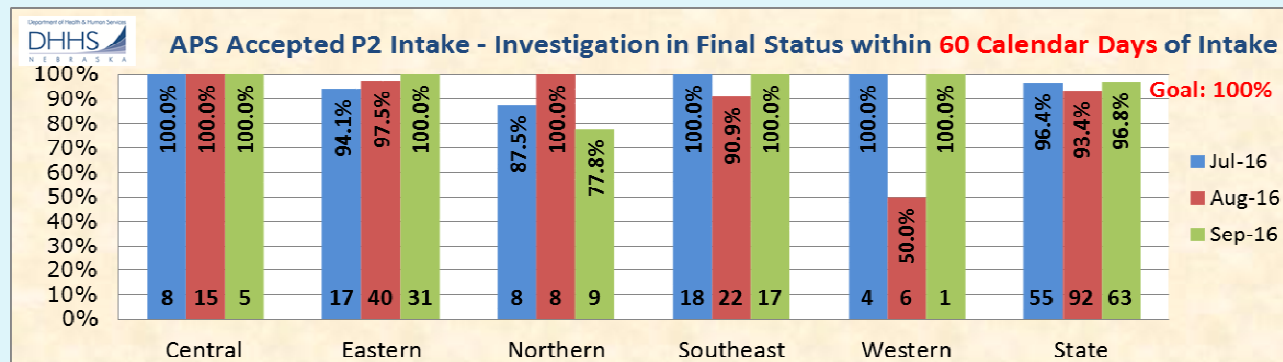
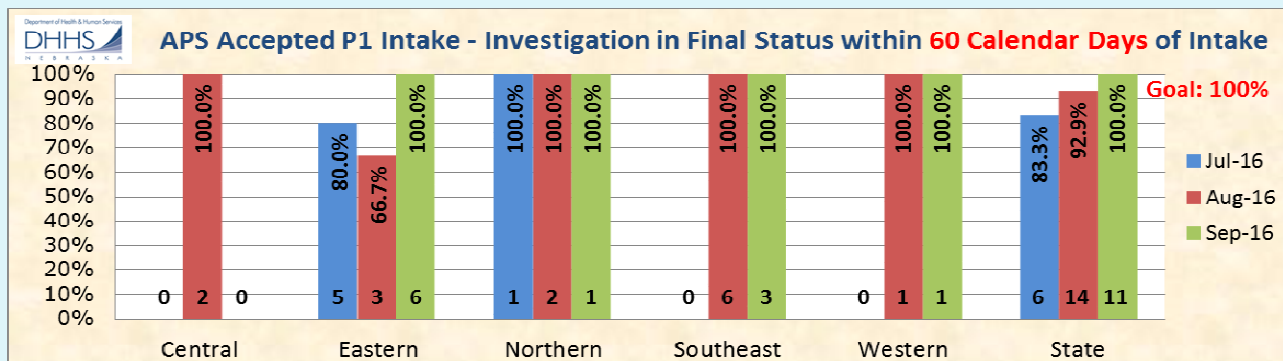
July 2016: Increase in all three timeframes across the state!

Extensions granted for intakes accepted in July 2016:

Extension Type	CSA	ESA	NSA	SESA	WSA
Invest. Timeframe	0	4	1	4	22
Admin. Intake	0	0	0	1	0
Law Enforce. Hold	0	0	0	0	0
TOTAL EXTENSIONS	0	4	1	5	22

This data is measured for intakes accepted in July 2016.

Are APS investigations finalized within priority timeframes after the intake was accepted?



Note: Measures are from the APS Performance Accountability report on Infoview. Source: 2016 – 09 APS Performance Accountability

Data in the charts is shown for July 2016 to allow intakes up to 60 days for finalization.

Data Review Frequency: Monthly

Monthly Contact – Open APS Cases (Current Report Month)

Strengths/Opportunities:

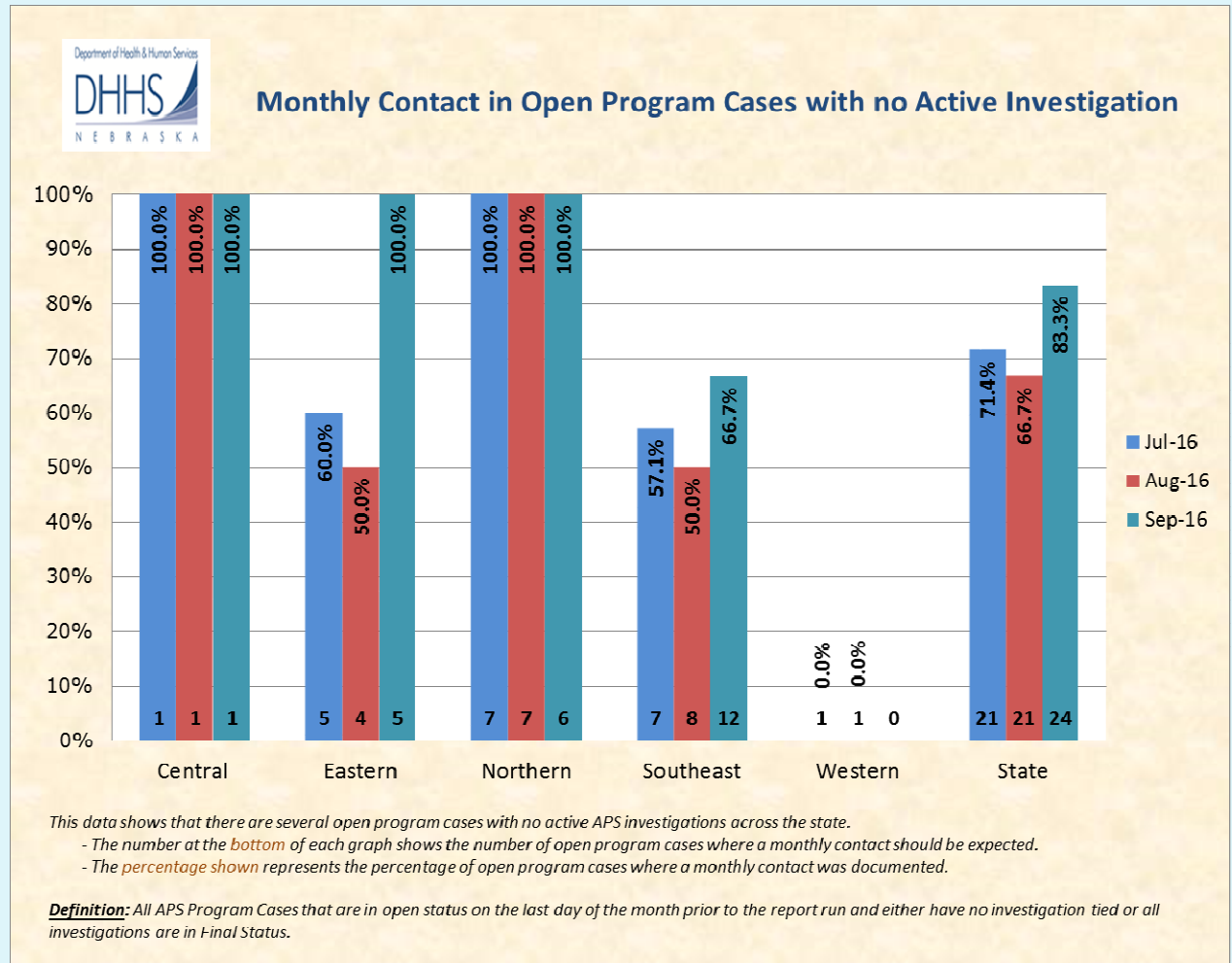
September 2016: Statewide increase to 83.3% of cases with no open investigation having a monthly contact.

Barriers:

Action Items:

Data Review Frequency: Monthly

Are monthly contacts being documented on open APS program cases with no current investigation?



Performance Standard: In open program cases with no investigation tied or all investigations in final status, the expectation is one documented face to face contact with the adult(s) per month.

Note: Measures are from the APS Performance Accountability report on Infoview. Source: 2016-09 APS Performance Accountability

APS Quality Measures – Statewide (Quarterly Review)

Strengths/Opportunities:

March 2016: 336 APS QA reviews were completed in March 2016. The reviewers looked over cases finalized in January and February 2016.

June 2016: 287 APS QA reviews were completed in June 2016.

September 2016: 413 APS QA reviews were completed in September 2016

Barriers:

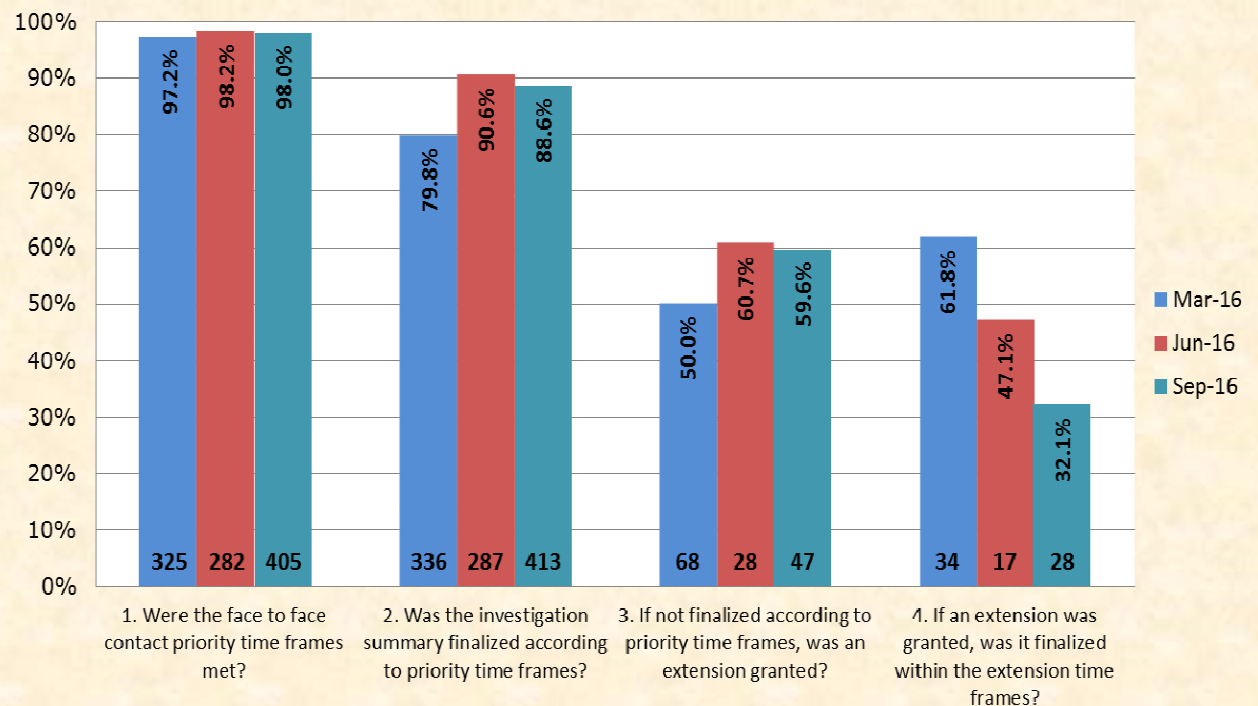
Action Items:

Does the APS Investigation Summary contain sufficient information to support decisions made during the investigation?



Statewide - APS Investigation Summary Quality Reviews

Demographics & Timeliness



This chart illustrates the percentage achieved of four measures that are part of the APS QA Reviews. The APS QA reviews are completed on a random sample of all the APS Investigation Summaries that are completed by APS staff and finalized by APS supervisors. The CQI Unit implemented the new APS Investigation Summary QA on March 1st, 2016.

Number of APS QA Reviews by Quarter: March 2016 = 336 reviews, June 2016 = 287 reviews, September 2016 = 413 reviews

Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.

Data Review Frequency: Monthly

APS Quality Measures – Statewide (Quarterly Review)

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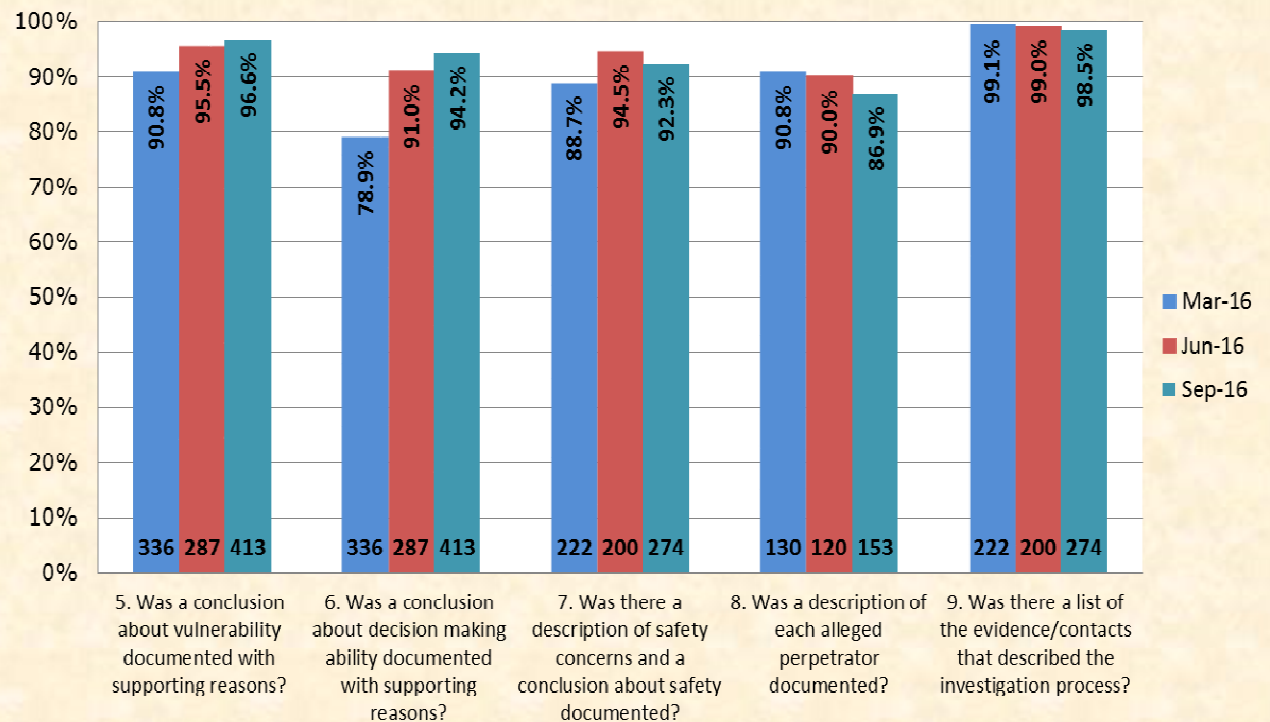
Action Items:

Does the APS Investigation Summary contain sufficient information to support decisions made during the investigation?



Statewide - APS Investigation Summary Quality Reviews

Alleged Victim, Safety Response, Alleged Perpetrator, & Evidence/Contacts



This chart illustrates the percentage achieved of four measures that are part of the APS QA Reviews. The APS QA reviews are completed on a random sample of all the APS Investigation Summaries that are completed by APS staff and finalized by APS supervisors. The CQI Unit implemented the new APS Investigation Summary QA on March 1st, 2016.

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Data Review Frequency: Monthly

APS Quality Measures – Statewide (6 Month Period)

Strengths/Opportunities:

March 2016: 336 APS QA reviews were completed in March 2016. The reviewers looked over cases finalized in January and February 2016.

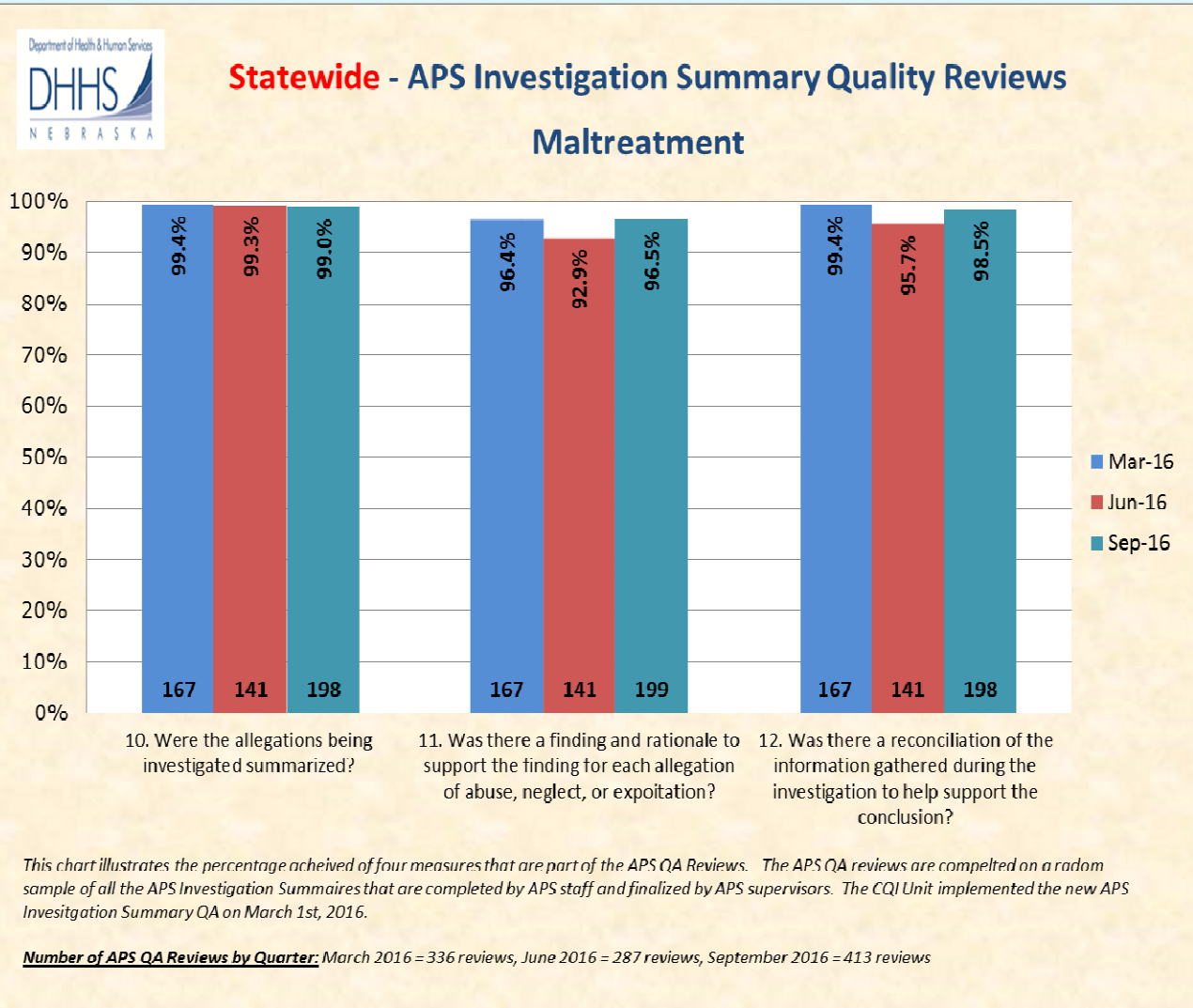
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Barriers:

Action Items:

Does the APS Investigation Summary contain sufficient information to support decisions made during the investigation?



Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.

Data Review Frequency: Monthly

CHAPTER 3: Workforce Stability

- **OUTCOME STATEMENT: THE ADULT PROTECTIVE SERVICES' WORKFORCE IS WELL-QUALIFIED, TRAINED, SUPERVISED, AND SUPPORTED.**
- **Goal Statement #1: Reduce staff turnover**
- **Goal Statement #2: Provide for ongoing training for staff that addresses the skill and knowledge base needed to carry out their duties**
- **Goal Statement #3: Supervisory staff will be well trained and provide overall leadership for workers**

APS Intake Trends by Service Area (Past 12 Months)

Strengths/Opportunities:

September 2016: CSA & WSA have slightly increasing intake numbers over the past 12 months. ESA, NSA, & SESA remain steady.

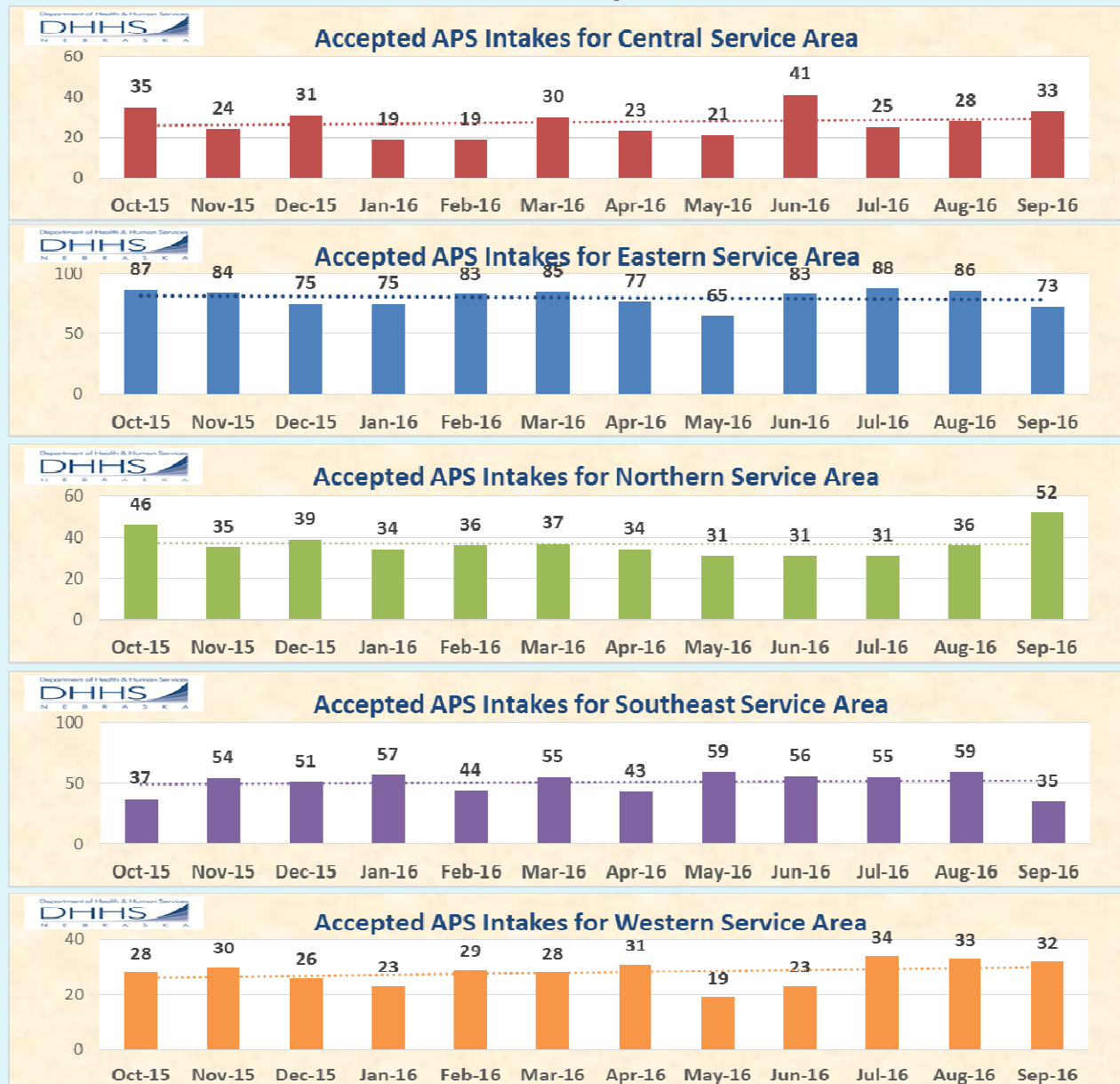
Barriers:

Action Items:

This data includes multiple reporter intakes.

Data Review Frequency: Monthly

What are the current trends for accepted Adult Protective Services intakes for each Service Area for the past 12 months?



APS Staff Vacancy Rate (6 Month Period)

Strengths/Opportunities:

September 2016: 28 out of 31 staff able to take a full case load in August 2016, with no staff in trainee status.

Barriers:

Action Items:

**Planned:* In the future, APS Staff could have their own classification.

How many APS positions were available for a full case load and how many positions were in Trainee status in a given month?

APS Positions (Full Case Load) by Service Area						
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
CSA	4/4, 100%	4/4, 100%	4/4, 100%	4/4, 100%	4/4, 100%	4/4, 100%
ESA	11/11, 100%	9/11, 81.8%	9/11, 81.8%	9/11, 81.8%	9/11, 81.8%	9/11, 81.8%
NSA	5/5, 100%	5/5, 100%	5/5, 100%	5/5, 100%	5/5, 100%	5/5, 100%
SESA	6/7, 85.7%	6/7, 85.7%	7/7, 100%	7/7, 100%	7/7, 100%	7/7, 100%
WSA	3.5/4, 87.5%	3.5/4, 87.5%	3.5/4, 87.5%	3/4, 75.0%	3/4, 75.0%	3/4, 75.0%
Total	29.5/31, 95.5%	27.5/31, 88.7%	28.5/31, 91.9%	28/31, 90.3%	28/31, 90.3%	28/31, 90.3%

APS Positions (Trainee Status) by Service Area						
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
CSA	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%
ESA	0/11, 0.0%	2/11, 18.2%	2/11, 18.2%	0/11, 0.0%	0/11, 0.0%	0/11, 0.0%
NSA	0/5, 0.0%	0/5, 0.0%	0/5, 0.0%	0/5, 0.0%	0/5, 0.0%	0/5, 0.0%
SESA	1/7, 14.3%	1/7, 14.3%	0/7, 0.0%	0/7, 0.0%	0/7, 0.0%	0/7, 0.0%
WSA	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%
Total	1/31, 6.5%	3/31, 9.7%	2/31, 6.5%	0/31, 0.0%	0/31, 0.0%	0/31, 0.0%

Source: Self-Report from all the Adult Protective Services Supervisors.

Data Review Frequency: Monthly

Average Investigation Per APS Worker Per Month

Strengths/Opportunities:

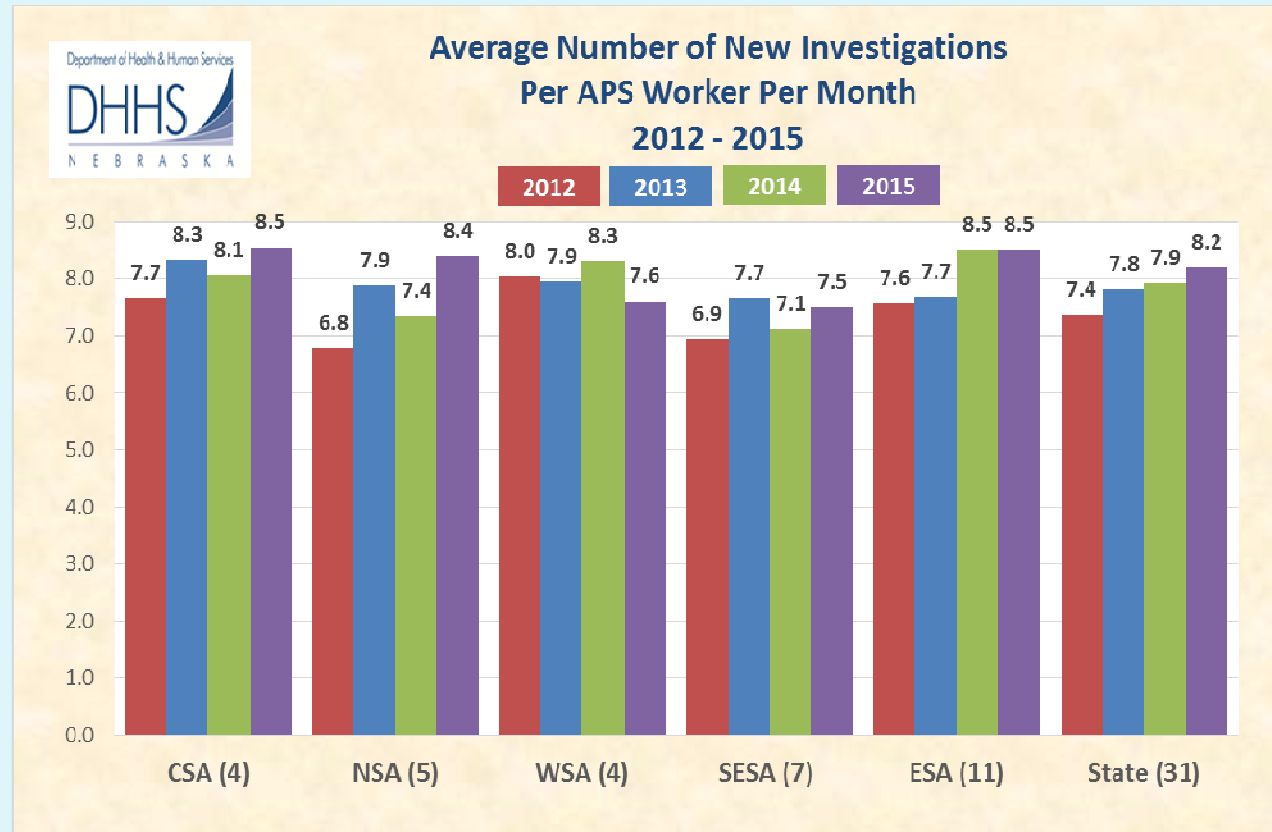
The average number of APS intakes per worker per month increased slightly from 2012 to 2013.

2014: The average number of intakes per worker increased from 2013, but several service areas decreased.

2015: The average number of intakes per worker per month increased in CSA, NSA, and SESA while ESA remained the same, and WSA saw a decrease in the average number. Statewide the average number of new intakes per worker per month increased to 8.2.

Note: The number next to each service area represents the total allotted positions for the current year (2015).

On average, how many investigations were completed by APS workers in each Service Area each month?



This data only represents new investigations. It does not reflect the number of ongoing cases managed by APS.

Data Review Frequency: Monthly

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